MOTOROLA

Product Marketing Bulletin

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PMB #: 1887

Division: Enterprise Mobility Solutions

Business Segment: ☒ Enterprise Solutions ☐ Wireless Network Solutions

Contact: Kristy Lupis
Telephone: 631.738.5215
E-Mail: Kristy.lupis@motorola.com

Business Unit(s): Mobile Computing

Urgency Level	Notice applies to regions:	Government:	Published for:
General Information	☒ North America ☒ EMEA ☒ Latin America ☒ Asia Pacific	☒ Federal ☒ North America State & Local	☒ Associates ☒ Partners ☒ Distributors

Description:	**MC65: Launch Announcement**
Reason for Change:	**PMB1887: Announcing the Launch of MC65: Rugged, Software Configurable, Dual 3G WAN Enterprise Mobile Computer**

1. Introduction

In November of 2008 Motorola introduced the MC55 as a mid range enterprise mobile computer to address customer requirements for a smaller and lighter device without compromising ruggedness in order to get done their day-to-day jobs. The MC55 has been accepted worldwide as a size-optimized enterprise mobile computer with over 200,000 units shipped.

Motorola would like to introduce the MC65; the evolution to the MC55 that brings software configurable dual 3G WAN in a size optimized rugged form factor for managers and task workers. The MC65 incorporates a high performance platform needed to keep business-critical operations running, day in and day out. Best-in-class application performance; an always-on mobile broadband connection; robust scanning, camera and GPS; plus a customizable user interface makes it easier than ever to capture virtually any type of data and access any information outside of the office. The MC65 also offers a host of sensor technologies and can react to motion, light and sound. Leading-edge noise reduction and echo cancellation technology delivers superior call clarity – enabling the MC65 to do double duty as a cell phone and mobile computer. Plus, the ability to use the MC65 on virtually any carrier anywhere in the world — CDMA or GSM — drives down the cost of purchasing and managing mobile computers.

MC65 Top Key Messages

Rugged size-optimized enterprise mobile computer with software configurable dual 3.5G WAN: The MC65 preserves the size optimized, field proven form factor of the popular MC55, while enhancing the rugged specifications and adding the industry's only field software configurable dual 3.5G WAN. Built to last and tested for toughness, the MC65 represents the most rugged enterprise mobile computer design yet. And the MC65 provides global support for virtually all cellular networks, including 3.5G GSM HSDPA and CDMA EVDO Rev A (requires active plans for each cellular carrier).

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Latest generation high performance platform: Turbocharged with multiple Motorola MAX features, the powerful MC65 offers one of the most robust hardware platforms in the enterprise mobile computer class today. With a best-in-class multi-CPU Qualcomm architecture and Windows Mobile 6.5, the MC65 delivers desktop-like performance for demanding mobility applications. Add a customizable user interface, industry-leading sensor technologies, robust scanning, 3.2 MP camera and GPS, it's easier than ever for workers to capture virtually any type of data and access any information, anywhere and anytime.

Backward compatibility with MC55 accessories and MPA-based applications: The MC65 protects existing investments in accessories through backward compatibility with the MC55 accessory ecosystem (cradles, vehicle cradles, etc.), as well as in applications through software platforming. As a result, your MC5574 customers can cost-effectively upgrade to the latest mobile, hardware and data capture technologies without having to overhaul their backroom.

MC65 Key Selling Points

Features	Benefits
Rugged design	
Motorola's most rugged enterprise mobile computer. **Motorola MAX *Rugged* — meets applicable MIL-STD 810G requirements for stress (drop) testing and IEC specifications for tumble and sealing:** • **IP64 sealing** • **Survives multiple drops from as high as 6 ft./1.8 m per MIL-STD 810G** • **Endures 1,000 consecutive 1.5 ft./0.5 m tumbles (2,000 drops)**	The MC65 is Motorola's most rugged enterprise mobile computer — period. Designed for the elements and tested for toughness, the MC65 works despite drops and bumps, exposure to heat, cold, dust and moisture. IP64 sealing offers complete protection against dust and splashing liquids. As a result, your customers have peace of mind their device will be available and reliable when they need it most.
Patented Monocoque 'unibody' housing	Greatly improves structural stability and ability to handle the twisting that's common during a fall or bump
Patented, industrial-grade I/O connector	Improves the reliability and durability of the accessory point of interface — prevents damage to a peripheral like a magnetic stripe reader even if the MC65 is dropped
Magnesium frame (rigid, yet lightweight) encases the main circuit board and all electronics	Provides extra protection for sensitive electronics
Extra-rugged display construction	Insertion of a buffer space between display and touchscreen helps protect and prevent damage to the display
User Interface	
Motorola Enterprise User Interface (MEUI) — a user interface built for business	Customizable interface provides mobile workers with faster and easier access to the features and applications they need; can be tailored for unique workflows and preferences by either IT or the mobile worker Highlights of MEUI include: • Enhanced dialer/call management screen • Customizable home screen • Customizable application dock and 'My Apps' key

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	• Integrated time tracking application • Robust media (photo/video) management
High-powered Platform	
Powerful multi-CPU architecture designed for mobility: Qualcomm MSM 7627	Provides desktop-like performance in a mobile device…delivers the power to run the most demanding enterprise applications, including high resolution video and thick client applications.
The most advanced mobile operating system: Microsoft Windows Mobile 6.5	Increases interoperability with existing enterprise infrastructure; enhances security features; provides a more flexible development platform; improves mobile messaging collaboration
256MB RAM/1GB Flash and a user accessible microSD card slot with support up to 32GB	Features the memory space to support any application, so there are no hiccups or slow-downs when using database or other processing-intensive applications in the field
Motorola's Enterprise Mobility Developer Kit (EMDK)	Preserves your customer's existing application investments by enabling easy and cost-effective porting of applications from other Motorola mobile computers
Wireless Communications	
Motorola MAX *FlexWAN:* software configurable dual 3.5G **Works on any cellular network worldwide**	Provides true network independence with the industry's first software configurable dual 3.5G broadband WAN Supports GSM HSPA and CDMA-EVDO Rev A (requires active plans for each cellular carrier) Gives your customers constant connectivity in the field, no matter where they travel, to maximize uptime in the field Allows your customers to deploy and re-deploy a single pool of devices anywhere in the world on virtually any network for maximum device utilization and return on asset (ROA).
Simultaneous voice and data services (requires HSPA service, and where supported by carrier)	Increases productivity by enabling workers to talk on the phone while maintaining a data connection — for example, talk to a colleague back at the office while completing a work order, executing a payment or viewing email
WLAN: 802.11a/b/g tri-mode radio; comprehensive VoIP support	Enables cost-effective voice and data connectivity inside the four walls and in hot spots; eliminates the typical in-building coverage issues common with cellular service; easy integration with virtually any WLAN; supports 802.11a for voice and data interference mitigation
WPAN: Bluetooth® v2.0 with EDR	The most advanced Bluetooth functionality; provides a wireless connection to printers, headsets, scanners and more V2.0 with EDR simplifies pairing, improves security and reduces power consumption
Data Capture	
Motorola MAX *Data Capture:* Multi-mode data capture: industry leading 1D/2D bar code scanning plus 3.2 megapixel (2048x1536) digital color camera with decode and high resolution document capture capability	The MC65 does it all — 1D and 2D bar codes, photos complete with embedded notes, documents, signatures and more. As a result, your customers do not need to purchase and manage multiple devices. And employees have all the tools to be more productive in the field. For example, an equipment inspector can capture a photo, add comments and automatically embed a geostamp via integrated GPS. An account manager can scan the product inventory remaining on the

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	shelves in a grocery store, for real-time inventory count and sales orders.
SE4500 2D Imager engine	Our latest generation 2D imager delivers unparalleled laser-like performance on both 1D and 2D bar codes, so your customers no longer need to sacrifice performance to capture 2D barcodes. Omni-directional reading eliminates need to align bar code and scanner window for rapid-fire comfortable scanning Reads even damaged and poor quality codes, so there's no need to rescan or enter data manually
High resolution 3.2 MP autofocus digital camera with user-controllable flash	Captures photos, videos and documents with legible fine print
Robust picture and image management	Empowers your customers to make the most of their multimedia data; intuitive workflows to append rich business intelligence (voice and text comments, annotation markers, even automated geostamps) to individual photos/videos, or to entire galleries right in the field
GPS	
Motorola MAX *Locate* **Best-in-class GPS: supports Autonomous and Assisted GPS**	Expands the coverage area for GPS applications to give your customers access to location-based services in more areas Enables a signal lock in challenging areas such as urban canyons and deep inside buildings where GPS is typically not available Highly precise positioning improves application accuracy Faster time to first fix (TTFF)
Advanced Physical Features	
Advanced ergonomic design	Designed for ease of use and user comfort Specifically designed for one-handed operation — data entry is easy regardless of hand size
Best-in-class 3.5 inch high resolution color VGA touchscreen	Presents extra crisp text, photographs, video and maps in any lighting condition; for example, support technicians can easily view detailed product photos, schematics or service manuals in the field;
Family of keypads for global flexibility: QWERTY, Numeric, QWERTZ, AZERTY	Supports a wide range of data entry applications in just about any geography
Compatible with MC55 accessories	Enables your MC55 customers to upgrade to the latest mobile technology advancements, without having to replace all their existing accessory investments
Interactive Sensor Technology	
Motorola MAX *Sensor*: Enterprise class Interactive Sensor Technology (IST)	Intelligently senses, and acts, on the environment: • Motion: automatically rotates screen; powers down when not in use to preserve battery; enables utilization of sensor data in custom applications • Light: automatically adjusts display as workers move between indoors and outdoors to maintain visibility at all times

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	• Sound: automatically adjusts settings based on environmental noise levels — such as reducing ringer volume and activating vibration mode
Enterprise Class Security	
Motorola Mobile Virtual Private Networks (MVPNs)	Brings wired-line security to wireless communications without the typical performance degradation; ensures secure access to email, instant messaging services, business applications and corporate data
Motorola's Mobile Security Suite	Makes sure only authorized users access your customer's devices, data and network Provides device-level protection for the MC65 — a firewall, intrusion prevention, enforced authentication, data encryption and integrity monitoring; protects the data that is resident on and in transit to and from MC65 devices
Voice	
Motorola MAX *Voice*	Delivers advanced voice functionality and voice quality Flexibility to use the most appropriate mode for the application and the moment**:** handset, Bluetooth headset and speakerphone modes Leading-edge noise reduction and echo cancellation technology eliminate distracting background noise — protecting sound quality on important calls with customers, managers or business associates
Management	
Easy global remote management	Compatibility with Motorola Mobility Services Platform (MSP) provides superior centralized and remote management of all devices (Motorola mobile computers and non-Motorola mobile computers and peripherals) virtually anywhere in the world — from a single console
Service and Support	
Award-winning service and support	Our all-inclusive device support plan, Service from the Start with Comprehensive Coverage, offers your customers coverage for normal wear and tear as well as internal and external components damaged through accidental breakage for both device and select accessories that ship with the MC65. It also entitles customers to the technical software support and software downloads they need to help keep their device operating at peak performance levels. "You're covered."
Managed Device Service	Your customers can easily offload everyday support with Motorola's Managed Device Service, an expert management solution that simplifies day-to-day support and maximizes device availability and uptime. Our multi-lingual help desk provides a first point of contact for your customer's end users to identify and resolves issues with minimal user involvement.

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2. Configurations Available for Booking

Below is a list of all the available configurations for booking and shipping. The MC65 leverages all the existing MC55 accessories and peripherals. The list of available accessories and peripherals can be found in Solution Builder at:
https://solutionbuilder.motorola.com/SB801/en/US/partnerMkt/SB?cmd=PartnerHomePageDisplay

Part Number	Description	Discount Category	List Price	Planned First Book Date	Comments
MC659B-PB0BAA00100	HSPA, EVDO, 802.11a/b/g, Imager, 256/1GB, Qwerty, WM6.5, 1.5X	1A	$2295	Now	**Estimated Carrier Certification Dates:** ▪ Verizon – October 2010 ▪ Bell Mobility – October 2010 ▪ AT&T – November 2010 ▪ Sprint – December 2010
MC659B-PD0BAA00100	HSPA, EVDO, 802.11a/b/g, Imager, Camera, 256/1GB, Qwerty, WM6.5, 1.5X	1A	$2295	Now	
MC659B-PB0BAB00100	HSPA, EVDO, 802.11a/b/g, Imager, 256/1GB, Numeric, WM6.5, 1.5X	1A	$2295	Now	
MC659B-PD0BAB00100	HSPA, EVDO, 802.11a/b/g, Imager, Camera, 256/1GB, Numeric, WM6.5, 1.5X	1A	$2295	Now	

Note: Customers planning to activate their MC65 on a CDMA carrier cannot do so until carrier certification is granted.

3. Country Release Schedule

Product Group or Part Number	Country Code	Country Name	Planned First Book Date	Planned First Ship Date	Comment
MC65	DZ	Algeria	Oct. 15th	Oct. 15th	
MC65	AI	Anguilla	Now	Now	
MC65	AR	Argentina	Oct. 25th	Oct. 25th	
MC65	AU	Australia	Now	Now	
MC65	AT	Austria	Now	Now	
MC65	BB	Barbados	Now	Now	
MC65	BY	Belarus	Now	Now	
MC65	BE	Belgium	Now	Now	
MC65	BO	Bolivia	Now	Now	
MC65	BR	Brazil	Oct. 15th	Oct. 15th	
MC65	BG	Bulgaria	Now	Now	
MC65	CA	Canada	Now	Now	
MC65	KY	Cayman Islands	Now	Now	
MC65	CL	Chile	Now	Now	
MC65	CN	China	Q1'11	Q1'11	Requires WAPI support
MC65	CX	Christmas Island	Now	Now	
MC65	CO	Columbia	Now	Now	

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MC65	CR	Costa Rica	Nov. 22nd	Nov. 22nd	
MC65	HR	Croatia	Now	Now	
MC65	CY	Cyprus	Now	Now	
MC65	CZ	Czech Republic	Now	Now	
MC65	DK	Denmark	Now	Now	
MC65	DO	Dominican Republic	Now	Now	
MC65	EC	Ecuador	Now	Now	
MC65	EG	Egypt	Now	Now	
MC65	SV	El Salvador	Now	Now	
MC65	EE	Estonia	Now	Now	
MC65	FK	Falkland Islands	Now	Now	
MC65	FI	Finland	Now	Now	
MC65	FR	France	Now	Now	
MC65	GF	French Guiana	Now	Now	
MC65	DE	Germany	Now	Now	
MC65	GR	Greece	Now	Now	
MC65	GP	Guadeloupe	Now	Now	
MC65	GU	Guam	Now	Now	
MC65	GT	Guatemala	Now	Now	
MC65	GY	Guyana	Now	Now	
MC65	HN	Honduras	Now	Now	
MC65	HK	Hong Kong	Now	Now	
MC65	HU	Hungary	Now	Now	
MC65	IS	Iceland	Now	Now	
MC65	IN	India	Now	Now	
MC65	ID	Indonesia	Oct. 13th	Oct. 13th	
MC65	IE	Ireland	Now	Now	
MC65	IL	Israel	Feb. 2011	Feb 2011	
MC65	IT	Italy	Now	Now	
MC65	JM	Jamaica	Now	Now	
MC65	JP	Japan	Now	Now	
MC65	KZ	Kazakhstan	Now	Now	
MC65	KE	Kenya	Now	Now	
MC65	LV	Latvia	Now	Now	
MC65	LB	Lebanon	Now	Now	
MC65	LI	Liechtenstein	Now	Now	
MC65	LT	Lithuania	Now	Now	
MC65	LU	Luxembourg	Now	Now	
MC65	MK	Macedonia	Now	Now	
MC65	MY	Malaysia	Now	Now	
MC65	MT	Malta	Now	Now	
MC65	MQ	Martinique	Now	Now	
MC65	MX	Mexico	Now	Now	
MC65	ME	Montenegro	Now	Now	
MC65	MA	Morocco	Now	Now	
MC65	NL	Netherlands	Now	Now	
MC65	AN	Netherlands Antilles	Now	Now	
MC65	NZ	New Zealand	Now	Now	
MC65	NI	Nicaragua	Now	Now	
MC65	NG	Nigeria	Sept. 24th	Sept. 24th	

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MC65	NU	Niue	Now	Now	
MC65	NF	Norfolk Island	Now	Now	
MC65	MP	Northern Mariana Island	Now	Now	
MC65	NO	Norway	Now	Now	
MC65	PK	Pakistan	Sept. 24th	Sept. 24th	
MC65	PA	Panama	Now	Now	
MC65	PY	Paraguay	Now	Now	
MC65	PE	Peru	Now	Now	
MC65	PH	Philippines	Now	Now	
MC65	PL	Poland	Now	Now	
MC65	PT	Portugal	Now	Now	
MC65	PR	Puerto Rico	Now	Now	
MC65	RO	Romania	Now	Now	
MC65	RU	Russia	Now	Now	
MC65	SA	Saudi Arabia	Now	Now	
MC65	RS	Serbia	Now	Now	
MC65	SG	Singapore	Now	Now	
MC65	SI	Slovenia	Now	Now	
MC65	ZA	South Africa	Now	Now	
MC65	KR	South Korea	N/A	N/A	Not planned
MC65	ES	Spain	Now	Now	
MC65	LK	Sri Lanka	Now	Now	
MC65	SE	Sweden	Now	Now	
MC65	CH	Switzerland	Now	Now	
MC65	TW	Taiwan	Now	Now	
MC65	TH	Thailand	Sept. 24th	Sept. 24th	
MC65	TT	Trinidad and Tobago	Now	Now	
MC65	TN	Tunisia	TBD	TBD	In development – custom configuration required
MC65	TR	Turkey	TBD	TBD	In development
MC65	UA	Ukraine	Now	Now	
MC65	AE	United Arab Emirates	Now	Now	
MC65	GB	United Kingdom	Now	Now	
MC65	US	United States	Now	Now	
MC65	UY	Uruguay	Now	Now	
MC65	VE	Venezuela	Now	Now	
MC65	VN	Vietnam	Sept. 24th	Sept. 24th	
MC65	VG	Virgin Islands (British)	Now	Now	
MC65	VI	Virgin Islands (U.S.)	Now	Now	

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4. Future Configurations

Below is a list of future configurations that we expect to release later this year.

Part Number	Description	Discount Category	List Price	Planned First Book Date	Comments
MC659B-PB0BFD00100	HSPA, EVDO, 802.11a/b/g, Imager, 256/1GB, Azerty, WM6.5 French, 1.5X	1A	$2295	Dec. 2010	
MC659B-PD0BFD00100	HSPA, EVDO, 802.11a/b/g, Imager, Camera, 256/1GB, Azerty, WM6.5 French, 1.5X	1A	$2295	Dec. 2010	
MC659B-PB0BGC00100	HSPA, EVDO, 802.11a/b/g, Imager, 256/1GB, Qwertz, WM6.5 German, 1.5X	1A	$2295	Dec. 2010	
MC659B-PD0BGC00100	HSPA, EVDO, 802.11a/b/g, Imager, Camera, 256/1GB, Qwertz, WM6.5 German, 1.5X	1A	$2295	Dec. 2010	

5. Reference Material on the Web

The material listed below is available for download from Motorola's website

- MC65 product page www.motorola.com/mc65
- Solution Builder: http://sb.symbol.com/SB641/en/US/partnerMkt/SB
- i'Moto S.M.A.R.T. Enterprise Mobility Portal: http://compass.mot.com/go/363010172
  - Motorola Associates can download the latest sales tools including Sales Kit, Sales Video, and Technical Briefs
- Partner Hallway: http://www2.symbol.com/osp/nac/partner_select/index.html
  - Partner can download the latest collateral material including the MC65 Spec Sheet and Partner Brief.
- Graphics Library
  - See Sales Enablement Tool or on Motorola Collective - search word Enterprise2010/MC65.
- Support Central (MC65 Product Page Link): http://supportcentral.motorola.com
- User Manual: http://supportcentral.motorola.com
- Software Support: http://supportcentral.motorola.com/support/product/softwaredownloads.do

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6. Enterprise Mobility Services

Management Services for the MC65

Motorola's Managed Device Service, a key component of our Device Management Framework, provides complete end-to-end management of customers' device assets with the expertise to help improve the availability of their mobile devices throughout their organization. Motorola's Managed Device Service is comprised of two fundamental components provided through Motorola's Managed Services Delivery Center: multi-lingual help desk support, which provides problem resolution by telephone while utilizing specialized tools for remote triage; and proactive device management, which provides software management, asset management and security, together with operational analysis and reporting.

Enterprise Mobility Services	Service Description	Time of Purchase	Length of Coverage	Service Part Number
Managed Device Service	• Comprehensive device management including remote access and troubleshooting, asset management, software management, security and reporting • Requires MDS-INIT	Any time	Custom	MDS-000
Managed Device Service Initiation	• Includes operational environment readiness, service initiation and onboarding • Required for purchase of MDS-000			MDS-INIT

NOTE: due to the complex nature of each customer's environment, this service is custom quoted. Please contact your local Services Account Manager to help you develop a quotation for your customer.

Support Services for the MC65

Motorola's Support Practice includes the complete Customer Services portfolio of traditional "break/fix" services, including Service from Start with Comprehensive Coverage through the newer software support programs.

Seamless integration with Motorola's Customer Services team helps ensure ongoing support for your customer's complete solution. Our experienced support engineers are available to assist customers with problem diagnosis and resolution — helping to ensure their business-critical systems are always up and running at peak performance.

The following Support Services are available to keep the MC65 operating at peak performance throughout its lifecycle:

Enterprise Mobility Services	Service Description	Time of Purchase	Length of Coverage	Service Part Number
Service from the Start – Bronze with Comprehensive Coverage	• Multiple years of seamless coverage at a one-time cost • Covers: – Normal wear and tear – Internal and external components damaged through accidental breakage – Select accessories that ship together with the MC65 ▪ Includes styluses, screen protectors, hand straps and battery doors (where applicable) • Depot repair with 3-day in-house turnaround time for Bronze-level service • Advance device replacement for Gold-level service • Automatic application of engineering changes	Up front with the hardware (prepaid) or within 30 days thereafter	Three years	SSB-MC65XX-30
			Five years	SSB-MC65XX-50
Service from the Start – Gold with		Up front with the hardware	Three years	SSG-MC65XX-30

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Comprehensive Coverage	• Full access to technical support resources • Rights to download and use software releases and supporting documentation	(prepaid) or within 30 days thereafter	Five years	SSG-MC65XX-50
Service Center Support – Bronze	• Seamless coverage, renewable in one-year increments • Covers normal wear and tear • Includes all materials, parts and labor • Bronze-level service delivers depot repair with 3-day in-house turnaround time • Gold-level service includes advance device replacement and the Commissioning service • Full access to technical support resources • Rights to download and use software releases and supporting documentation	Any time	One year	SCB-MC65XX-10
			Three years	SCB-MC65XX-30
Service Center Support – Gold			One year	SCG-MC65XX-10
			Three years	SCG-MC65XX-30
Enterprise Mobility Software Support	• Full access to technical support resources • Rights to download and use software releases and supporting documentation	Any time	One year	SWS-EMHW-0250-10 SWS-EMHW-1000-10 SWS-EMHW-5000-10
			Three years	SWS-EMHW-0250-30 SWS-EMHW-1000-30 SWS-EMHW-5000-30
			Five years	SWS-EMHW-0250-50 SWS-EMHW-1000-50 SWS-EMHW-5000-50

NOTE: please refer to Solution Builder for the most up-to-date information, including global pricing and available options.

7. Software Support and Entitlement Process

As of January 1, 2010, customers will not be entitled to receive telephone or e-mail technical support for hardware or software issue diagnosis if their products are not covered under warranty or covered by an Enterprise Mobility Services agreement.

Customers are required to have a valid Motorola Enterprise Mobility Services agreement in place to receive software support, which includes technical telephone and e-mail support and the ability to download and use software releases. Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require software.

Requests to download software releases are completed by submitting the “Request Download” form on Support Central or by calling the Motorola Enterprise Mobility support center. The information will be routed directly to a dedicated team that will quickly validate customer entitlement. Customers will then receive an e-mail containing instructions on how to download the appropriate software.

Customers who wish to purchase an Enterprise Mobility Services agreement can do so through the normal channels that they currently use to purchase Motorola products and services.

For more information:

- **Motorola employees:** please visit the **Enterprise Mobility Services Marketing Software Support home page**
- **Partners:** please visit the Services tab on the Product & Services Central page of the **PartnerSelect Hallway**

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8. Frequently Asked Questions

Availability

Q: When can I book the MC65?
A: The MC65 configurations are bookable now. A detailed country by country schedule is available in Section 3 of this PMB.

Q: Will the MC65 be the replacement product for the MC55?
A: The MC65 with dual 3.5G WAN is the next generation of the MC5574 (2.5G GSM WAN configuration). The MC5590 will continue to be available for those customers who require LAN functionality.

Q: Will MC55 configurations still be available?
A: Yes, the MC55 will continue to be available.

Q. When will we see the MC5590 and MC5574 go EOL?
A. The MC55 family is expected to ship through at least mid-2011.

Q: How can I request a configuration that is not found in the configuration chart?
A: If you have a requirement for a configuration that is not on the list, please submit a field request for the specific configuration needed. You can find the field request form at the link:
http://fr.mot.com

Q: Will there be a MC65 LAN only version?
A: No, there are no plans to offer a LAN only version of the MC65. If a LAN only configuration is required then the MC5590 should be the product that is offered.

Q. Is the MC65 more expensive than the current MC55?
A. The MC65 has an approximate 12-13% premium over a comparable MC55 configuration.

Accessories

Q: What accessories are compatible with the MC65?
A: All existing peripherals and accessories for the MC55 will be compatible with the MC65.

Q. Will the MC55 trigger handle work with the MC65?
A. Yes.

Q: What battery ships with the MC65?
A: The MC65 configurations ship with a 3600 mAh battery.

Q: What is the warranty on the battery?
A: The warranty for the battery is 12 months.

Q: Will the MC65 and accessories be an IEEE1725 compliant system?
A: No, the MC65 and the accessories will not be certified as a system for IEEE1725.

Q: How much RAM and Flash ship on the MC65? How much expandable memory can the SD card support?
A: Built in Memory Size: 256 MB RAM and 1 GB Flash
Expanded Memory Size for microSD Card: supports up to 32 GB

Q: Does it support micro SDHC cards?
A: Yes

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Advanced Data Capture/Scanning

Q: Are the scan engines on the MC65 the same as the MC5574?
A: The MC65 has the SE4500 blockbuster imager whereas the MC5574 has the SE4400 pico imager and a 1D scanner. The MC65 only offers the blockbuster imager.

Q: Will the MC65 support the DL or HD imager engine?
A: No. The MC65 will only be released with the standard range (SR) blockbuster imager engine variant. For those customers that have requirements for the DL or HD imager engine a Custom Product Request needs to be submitted at the following link: http://cpr.mot.com/

Q: What data capture configurations are available with the MC65?
A: SE4500 (Blockbuster) Imager & Camera; SE4500 (Blockbuster) Imager only

Q: Will the MC65 imager configurations support Picklist mode?
A: Yes.

Camera Capability

Q: What are the camera capabilities in the MC65?
A: Select MC65 configurations come equipped with a 3.2 megapixel (MP) auto-focus (AF) color camera with flash. This camera is capable of capturing both still and motion video.

Q: Is the camera color and does it have a flash?
A: The camera is a digital auto-focus color camera with a user controllable flash.

Q: What images can the MC65 camera capture?
A. Example of images that the color camera can capture include: full page document capture (with legible fine print), signature capture, snapshot of a scene and a snapshot of damaged equipment and parcels/shipments.

Q: What typical applications will be supported by the color camera on the MC65?
A: Typical applications for the color camera include: Proof of Delivery, Proof of Condition, Retail Merchandising, Proof of Service and Signature Capture on a document such as an invoice or delivery receipt.

Q: When do I use a camera to decode bar codes?
A: The camera is ideal in jobs that require casual scanning of 1D or 2D bar codes (defined as 50 scans or less per day) as opposed to all day intensive scanning. The camera is designed to provide 'all-in-one' photo and bar code capture in a wide variety of jobs, such as pharmaceutical sales and field service/maintenance technicians.

Q: Does the camera have zoom capabilities?
A: No.

GPS

Q: Does the MC65 have an integrated GPS receiver?
A: Yes, all MC65 configurations will have the Qualcomm GPS receiver.

Q: Does the MC65 have Assisted GPS?
A: The integrated GPS can work without carrier assistance. However, for faster time to first fix, it can also collect information from a server that will provide the latest satellite information (GPS assistance). The MC65 uses Qualcomm's gpsOneXTRA™ for providing Assisted GPS functionality.

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Q: What is the difference between aGPS and GPS?

A. The difference between aGPS and GPS is basically the speed of first time to fix and the ability to get a fix in difficult locations such as urban canyons. The time to first fix for autonomous GPS can take a minute in ideal conditions whereas with assisted GPS, first time to fix is improved to twenty seconds. Assisted GPS also improves the ability to get an initial lock in difficult conditions at the same speed, as opposed to autonomous GPS which first time to fix could take several minutes or not get a lock at all. In aGPS mode, the device will use gpsOneXTRA™ with real time access to the satellite positions. The data is sent down to the MC65 which improves first time to fix

Q: Does the GPS functionality consume additional battery power?

A. Yes, using the GPS consumes a small but not a significant amount of battery power. It automatically turns off when the terminal is suspended therefore the GPS is not operational when the terminal is in sleep mode. However Motorola implementation of GPS functionality provides one of the industry's best locationing solutions and is optimized for best in class power management.

Q: How often can the MC65 pull GPS data once locked into position?

A. The GPS radio in the MC65 reports an updated position every second.

Q: If my customer is writing an application, where can they find the APIs for the GPS functionality?

A. The GPS APIs needed to write an application can be found in the Microsoft Windows 6.x Professional Edition SDK.

Q: If the device is in a location where a WWAN signal is present and you can make calls, but have NO visibility to the sky, will it still receive GPS data?

A. In most cases no, the MC65 needs to have visibility to the sky. However, given the sensitivity of the MC65 antenna and integration, along with using the assisted GPS, some fixes can be made indoors.

Q: Is it possible to connect an external remote Cellular or GPS antenna?

A. No, but the antennas in the MC65 are optimized to offer excellent cellular and GPS coverage.

3G WWAN: HSPA and EVDO

Q. When is the MC65 expected to be GCF/PTCRB approved?

A. The MC65 is currently GCF/PTCRB approved.

Q: What carriers are supported on the MC65?

A: *GSM carriers:* AT&T, Bell Mobility, Telcel, and many more worldwide that support GCF or PTCRB approvals.
CDMA carriers: Verizon and Sprint

Q: Will a SIM card ship with the terminal?

A: No. SIM cards operate on the GSM network and must be obtained from the carrier to activate the GSM-HSPA. CDMA-EVDO does not support SIM cards and therefore must be activated directly through a carrier to operate over the CDMA network.

Q: Does the MC65 have a SIM card option?

A: Yes, the MC65 uses a SIM card in order to be activated on the GSM network.

Q. Is this a software switchable radio?

A. Yes, the MC65 radio is software switchable that can be done in the field. There is no need to send the MC65 back to a Motorola depot in order to change WAN network.

Q. What do you mean by dual mode software configurable WAN radios? Are there two (2) WAN radios in the MC65?

A. The MC65 is based on the Qualcomm 7627 architecture, which includes a chip set for CDMA and GSM radios. Dual mode/software programmable/software selectable WAN radios enable the MC65 to operate on either a CDMA or GSM network. While user rights can be defined by the Enterprise, the user can also manually change which type of network they want the MC65 to recognize (CDMA or GSM) by simply selecting the appropriate network technology in the Network Setup application on the device.

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Q. If my customer has service with both a CDMA and GSM carrier, will the MC65 automatically switch to the network that has the best coverage?

A. No, the user or application software must select the WAN technology, band/frequency or the carrier on which they want the device to operate. Through the Motorola Enterprise User Interface, users can quickly and easily change the radio configuration to operate on different carrier network — as long as there is an existing contract with that carrier.

Motorola Enterprise User Interface (MEUI)

Q. What is the MEUI?

A. As we talked to customers and conducted usability research, we found that users frequently access the same applications and data. The MEUI is designed to make that information more readily accessible, either displayed on the home screen or available through one click.

For example, on the MEUI home screen, all of the messaging and management characteristics are displayed at all times. In addition, there is an application bar that can be customized by users to provide one button access to their most frequently used applications or features.

We believe that by eliminating the need to drill down through menus or lists, the MEUI will make users more efficient and productive.

Q. Do I have to use the MEUI?

A. No. The MEUI is optional and is available through a menu choice. The standard Windows Mobile interface can be used, as well as any custom interface the enterprise may require.

Q. My customer has already developed a custom Home Screen and various applications; can they be ported to the MC65?

A. Yes, the MC65 was designed to support custom Home Screens and customers can incorporate their custom Home Screen into the device. The MC65 supports the Enterprise Mobility Developer's Kit (EMDK) APIs so that customers can also port their existing Windows Mobile applications onto the MC65.

Marketing Plans and Positioning

Q: How is the MC65 positioned compared to the MC75A?

A: The MC65 will be for new form-factor sensitive customers that have a requirement for dual software configurable 3G WAN. It protects customer's investments in applications through software platforming which includes support for Motorola's EMDK APIs and Fusion.

The MC75A is a technology refresh of the field-proven MC70/MC75 and provides investment protection to those customers that are already using the MC70/MC75 today or customers who want to leverage the extensive set of accessory ecosystem for extended solution reach (for example: Fingerprint Sensor, Smart Card reader, mobile payment, etc). It extends the lifecycle of the product family and provides backward compatibility with MC70/75 accessories and peripherals.

Mechanical

Q: What is the size of the display screen on the MC65?

A: The MC65 has a 3.5" VGA display.

Q: Has Motorola considered offering a monochrome display for outdoor usage so the screen is visible in bright sunlight?

A: No, the 3.5" VGA color display is designed for outdoor and indoor usage.

Q: What are the MC65 keypad options?

A: The MC65 comes standard with a Numeric, QWERTY, AZERTY, or QWERTZ keypad.

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Q. Does the keypad have a backlight?
A. Yes

Q. Does it match the drop specs/ruggedness and the sealing specs of the MC55?
A. The MC65 surpasses the ruggedness of the MC55 with the following spec:
- Multiple 6ft. /1.8m drops per MIL-STD 810G
- 1,000 half meter tumbles
- IP64 sealing

Q: What is the NIT rating for the device?
A: The LCD stand alone is rated to 170 NITs.

Software

Q: Which operating systems are supported on the MC65?
A: The MC65 supports Windows Mobile 6.5.

Q. Is there a plan to migrate the MC65 to Windows Mobile (WM) 7.0?
A. No, Windows Mobile 7.0 is designed for the consumer market. Windows Mobile 6.x will continue to be the Microsoft platform that offers functionally designed specifically for enterprise users.

Q. Are there any plans to migrate the MC65 to any other operating systems such as Android?
A. At the present time, there are no plans to migrate the MC65 to Android or any other operating system beyond Windows Mobile 6.5.x. However, EMS continues to monitor the market and is regularly re-assessing the OS roadmap.

Q: When will software updates be available?
A: Software updates are provided via a maintenance release every 6 months. However, customers who are outside of the warranty period and have not purchased an Enterprise Mobility Services agreement will not be entitled to software support, which includes full access to technical support resources and rights to download software releases (including updates).

Q. Where can I find more information on Microsoft API's and documentation for Windows Mobile 6.5?
A. http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=20686a1d-97a8-4f80-bc6a-ae010e085a6e

Q: Can MC55 applications be ported over to the MC65?
A. Yes. The MC65 supports software platforming for easy and cost-effective porting of applications from other Motorola mobile computers, including the MC55.

Q: What level of CCX does the MC65 support?
A: The MC65 does not support CCX.

Q: Does the MC65 support MSP?
A: The MC65 will ship with the Rapid Deployment (RD) client and support MSP.

Q: Is the EMDK available?
A: Yes.

Q: What Bluetooth stack will be supported on the MC65?
A: The MC65 will support the Microsoft BT stack.

Q. What version of Fusion will be shipped with the MC65?
A. Fusion 3.20.0.0.040R

Q: Is there a way to switch between VGA and QVGA?
A: No. VGA resolution display offers the best value for field-mobility applications – for viewing blueprints, maps, documents and high-resolution pictures/videos.

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Q: Will the MC65 support CE6.0?
A: No. There are no plans to support CE6.0 on the MC65.

Q: Will the MC65 support localized languages? If so, which ones will be supported?
A: The MC65 will support the following localized languages: French, German, Italian, Spanish, Simplified Chinese, Traditional Chinese, Japanese, Portuguese, and Swedish.

Q: When will the MC65 localized languages be available?
A: All localized languages will be available for web download in December 2010. This will include localization of the Microsoft OS, Motorola Home Screen and User Interface settings.

Service

Q: What is the warranty period for the MC65?
A: One year.

Q: Can I continue to get software support after the warranty period?
A: No. Customers with product outside of the warranty period are required to have a valid Motorola Enterprise Mobility Services agreement in place to obtain software support, which includes technical telephone support and the ability to download software releases (including updates).

Q: Is a service agreement available if my MC65 terminal breaks (for example: if there's a broken screen)?
A: Yes, Motorola's Service from the Start with Comprehensive Coverage extends normal wear and tear repair coverage to include internal and external components damaged through accidental breakage. Customers can rest assured that no matter what is damaged — from broken displays and keypads to cracked exit windows — the repair is covered.

Q: Is a service available to help me manage my large quantity of mobile devices?
A: Yes. Motorola's Managed Device Service provides complete end-to-end management for all of your customers' mobile assets with the expertise to help improve the availability of their mobile devices throughout their organization. Using a combination of proactive and reactive methods, supported by Motorola's device management platform, this service helps customers keep their devices operational and managed efficiently and effectively.

Q: Are accessories covered under a service agreement?
A: Yes. Select accessories that ship with the MC65 are covered under Motorola's Service from the Start with Comprehensive Coverage agreements. This includes styluses, screen protectors and hand straps, where applicable.

Additional Features

Q: Does the MC65 have remote diagnostic capabilities (i.e. download to home office or depot)?
A: Yes, via MSP or industry standard maintenance products.

Q: Does the MC65 support 802.11n?
A: No. The MC65 supports 802.11a/b/g. 802.11a offers a smoother migration to 802.11n infrastructure.

Q. Does the MC65 have FIPS Certification?
A. No. The MC65 will not have FIPS 140-2 certification at time of release but will be available sometime in 2011.

Q. Will the MC65 support TEAM client?
A. Not at release. TEAM support is expected to be available in 2011**.** Look out for announcements in the future.

Q. Does the MC65 support WAPI?
A. Not at release. Look out for announcements in the future.

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Q. Does the MC65 support Interactive Sensor Technology (IST)?

A. Yes. The MC65 supports IST for such things as: display orientation, power management, and an ambient light sensor to automatically adjust display brightness as lighting conditions change.

Q. What is Interactive Sensor Technology (IST)?

A. IST is a new Motorola feature that supports a host of motion-sensing applications that enable organizations to derive increased business value. For example, enterprises can increase worker accountability by detecting and logging device drops. In addition, the IST improves power management by enabling the MC65 mobile computer to automatically revert to sleep mode when not in use or if the display is face down. And for added flexibility, in applications such as signature capture, the integrated accelerometer also enables the display to dynamically switch between portrait and landscape modes based on the orientation of the device.

Q. What is Motorola MAX?

A. Motorola Mobility Architecture eXtensions (MAX) allows Motorola mobile computers to deliver extraordinary value — a truly unprecedented return on investment (ROI) and total cost of ownership (TCO). This unique set of Motorola features turbo charges Motorola mobile computers, driving ease-of-use, ease-of-management, flexibility, modularity, lifecycle and overall system performance to new heights.

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